

PX3004

NEO Handheld Computer Quad Desktop Dock and Charger

User Manual

PN 1081342.A



***ISO 9001 Certified
Quality Management System***



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Return-To-Factory Warranty

Psion Teklogix provides a return to factory warranty on this product for a period of twelve (12) months in accordance with the statement of Warranty and Product Support provided at:

www.psionteklogix.com/warranty

The warranty on Psion Teklogix manufactured equipment does not extend to any product that has been tampered with, altered, or repaired by any person other than an employee of an authorized Psion Teklogix service organization. See Psion Teklogix terms and conditions of sale for full details.

Important: Psion Teklogix warranties take effect on the date of shipment.

Service

Psion Teklogix provides a complete range of product support services to its customers. For detailed information, please refer to “Support Services & Worldwide Offices” on page 10. This section also provides information about accessing support services through the Psion Teklogix web site.

List of Approvals

North America

EMC: FCC part 15, subpart J; class A

Europe

EMC and Low Voltage Directives

This equipment complies with the essential requirements of EMC Directive 2004/108/EC and Low Voltage Directive 72/23/EEC.

E Mark

When used in a residential, commercial or light industrial environment the product and its approved UK and European peripherals fulfill all requirements for CE marking.

Declaration Of Conformity

Declaration of Conformity Documents are provided at:
www.psionteklogix.com/DoC



Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC

This Product, and its accessories, comply with the requirements of the Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC. If your end-of-life Psion Teklogix product or accessory carries a label as shown here, please contact your local country representative for details on how to arrange recycling.

For a list of international subsidiaries, please go to:

<http://www.psionteklogix.com/EnvironmentalCompliance>

Restriction On Hazardous Substances (RoHS) Directive 2002/95/EC

What is RoHS?

The European Union has mandated that high environmental standards be met in the design and manufacture of electronic and electrical products sold in Europe, to reduce hazardous substances from entering the environment. The “Restriction on Hazardous Substances Directive (RoHS)” prescribes the maximum trace levels of lead, cadmium, mercury, hexavalent chromium, and flame retardants PBB and PBDE that may be contained in a product. Only products meeting these high environmental standards may be “placed on the market” in EU member states after July 1, 2006.



RoHS Logo

Although there is no legal requirement to mark RoHS-compliant products, Psion Teklogix Inc. indicates its compliance with the directive as follows: The RoHS logo located either on the back of the product or underneath the battery in the battery compartment (or on a related accessory such as the charger or docking station) signifies that the product is RoHS-compliant as per the EU directive. Other than as noted below, a Psion Teklogix product that does not have an accompanying RoHS logo signifies that it was placed on the EU market prior to July 1, 2006, and is thereby exempt from the directive.

Not all accessories or peripherals will have a RoHS logo due to physical space limitations or as a result of their exempt status.

Disclaimer


Every effort has been made to make this material complete, accurate, and up-to-date. In addition, changes are periodically added to the information herein; these changes will be incorporated into new editions of the publication.

Psion Teklogix Inc. reserves the right to make improvements and/or changes in the product(s) and/or the program(s) described in this document without notice, and shall not be responsible for any damages, including but not limited to consequential damages, caused by reliance on the material presented, including but not limited to typographical errors.

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1. Safety Instructions for the PX3004 and Power Adapter

 ***Important: Use the Power Adapter specified or recommended by Psion Teklogix***

- Before using the PX3004 read all instructions and cautionary markings on the Quad Dock and Power Adapter.
- The PX3004 shall be used to charge only the Handheld Computer and batteries recommended by Psion Teklogix.
- The Power Adapter shall comply with National safety regulations of the country where the equipment is to be used.
- Use of an attachment not recommended or sold by manufacturer may result in fire, electric shock, or personal injury.
- To reduce risk of damage to the electric plug and cord when unplugging the charger, pull the plug rather than the cord.
- Make sure the cord is positioned so that it is not stepped on, tripped over, or otherwise subjected to damage or stress.
- Do not operate the PX3004 or Power Adaptor with a damaged cord or plug. Replace immediately.
- Do not operate the PX3004 or Power Adapter if it has received a sharp blow, been dropped or otherwise damaged in any way; it should be inspected by qualified service personnel.
- Do not disassemble the PX3004 or the Power Adapter; it should be repaired by qualified service personnel. Incorrect reassembly may result in electric shock or fire.

- To reduce risk of electric shock, unplug the Power Adapter from the outlet before attempting any maintenance or cleaning.
- Do not expose the Power Adapter or PX3004 to rain or snow.
- An extension cord should not be used unless absolutely necessary. Use of an improper extension cord could result in fire or electric shock. If an extension cord must be used, make sure:
 1. The plug pins on the extension cord are the same number and shape as those on the power adapter.
 2. The extension cord is properly wired and in good electrical condition and that the wire size is larger than 16 AWG.
- PX3004 storage temperature is from -30°C to +60°C (-22°F to 140°F). Operating humidity and temperature is 5-95% non-condensing, and 0°C to +40°C (32°F to 104°F)
- The Ethernet connection is for indoor use only.

2.0 PX3004 Introduction

The PX3004 Quad Dock and Charger with Power Adapter (Figure 2.0) is a desktop model designed to accept as many as four NEO terminals. The PX3004 station powers the docked NEO terminals and their internal battery charger. The PX3004 also connects a 10/100 Base-T Ethernet network to the docked NEO terminals.

Figure 2.0 PX3004 Quad Docking Station and Power Adapter



2.1 Operator Controls

The PX3004 has no operator controls or power switch.

2.2 Indicators

The PX3004 has two rear Ethernet LEDs and one power LED on the top left hand corner of the product. The Power Adapter also has a power on/off LED. (See figure 3.1, page 5).

3. PX3004 Operation

3.1 Docking The NEO Terminal

Insert the Power Adapter Mini Fit Jr plug into the PX3004 rear DC input receptacle. The PX3004 Power LED and Power Adapter LED will glow green when powered from the mains. (See figure 3.1, page 5). The PX3004 supplies sufficient DC power for the terminal's internal charger.

Insert a NEO terminal in the docking station. When installed in the docking station, the terminal's battery charge LED will illuminate to indicate applied external power and may charge the internal battery.

- During charge the terminal LED will be a slow flashing green or solid yellow, depending on the charge progression. Flashing green indicates a preliminary charge state. Yellow indicates ongoing charge.
- When the battery capacity reaches 95%, the LED turns solid green.

3.2 Ethernet Connection

Ethernet connection will be made when:

- The NEO terminal is in the docking station;
- The docking station is powered by the Power Adapter;
- The docking station is connected to Ethernet network using a Category 5 cable plugged into the RJ45 rear socket.


The rear-mounted RJ45 connector incorporates a green Link LED that flashes to indicate the presence of data traffic. The yellow Speed LED is steady ON when the network is 100 Mbps and OFF when the network is 10 Mbps. (See figure 3.1, page 5)

Figure 3.1 Quad Docking Station Rear View and Power Adapter



⚠ Important: The Ethernet connection is for indoor use only.

4. Cleaning The PX3004

 ***Important: Do not immerse the unit in water. Dampen a soft cloth with mild detergent to wipe the unit clean.***

- Use only mild detergent or soapy water on a slightly damp cloth to clean the PX3004. Avoid abrasive cleaners, solvents or strong chemicals for cleaning. The plastic case is susceptible to harsh chemicals. The plastic is partially soluble in oils, mineral spirits and gasoline. The plastic slowly decomposes in strong alkaline solutions.
- To clean ink marks from the label, use isopropyl alcohol.

5. Troubleshooting

5.1 The NEO Terminal Charge Indicator is OFF When Docked.

When a NEO terminal is docked into a powered PX3004 and there is no charge indication on the NEO LED, there could be a problem with the NEO terminal or with the docking station. Use a NEO terminal with a properly functioning charge indicator to isolate the problem.

5.2 The NEO Terminal Charge Indicator Rapidly Flashes Green.

If the NEO terminal charge indicator is flashing green (fault):

- Remove the NEO terminal and disconnect the adaptor DC power cable.
- Wait at least 20 seconds, and then plug the cable in again.
- Insert the NEO terminal in a PX3004 dock. If the NEO charge indicator still shows a fault, the terminal requires service.

5.3 RJ45 Green LED is OFF When Connected To an Active Network.

- Check the Category 5 Ethernet cable that connects to the rear Ethernet connector on the Quad Dock (see Figure 3.1 on page 5).
- Replace if the cable is suspect.
- Contact your network administrator.

5.4 RJ45 Yellow LED is OFF When Connected to an Active 100Base-T Network.

- Check the Category 5 Ethernet cable that connects to the rear Ethernet connector on the Quad Dock (see Figure 3.1 on page 5). Replace if the cable is suspect.
- Replace if the cable is suspect.
- Contact your network administrator to ensure the network is running at 100 Mbps.

5.5 Power LED Remains OFF.

- Check the AC cable. Replace with the same type if you see signs of wear or fraying.
- Check the Power Adapter LED. If the power LED is Off, the power adaptor may be defective and require service.
- If the Power Adapter LED is On, check the Quad Dock power LED. If the power LED stays OFF, the PX3004 is defective and requires service.

6. Support Services & Worldwide Offices

Psion Teklogix provides a complete range of product support services to its customers worldwide. These services include technical support and product repairs.

6.1 Technical Support

For technical support in North America:

Call Toll free: +1 800 387 8898 Option 3 or

Direct Dial: +1 905 813 9900 Ext. 1999 Option 3

For technical support in EMEA (Europe, Middle East and Africa), please contact the local office listed in the website below:

<http://www.psionteklogix.com/EMEASupport>

For technical support in Asia, please contact the local office listed in the website below:

<http://www.psionteklogix.com>

Technical Support for Mobile Computing Products is provided via e-mail through the Psion Teklogix customer and partner extranets. To reach the website, go to www.psionteklogix.com, and click on the appropriate Teknet link on the home page. Then click on the “Login” button or the “Register” button, depending on whether you have previously registered for Teknet. Once you have logged in, search for the “Support Request Form”.

6.2 Product Repairs

For repair service in North America:

Call Toll free: +1 800 387 8898 Option 2 or

Direct Dial: +1 905 813 9900 Ext. 1999 Option 2

For repair service in EMEA (Europe, Middle East and Africa), please contact the local office listed in the website below:

<http://www.pSIONteklogix.com/EMEASupport>

For repair service in Asia, please contact the local office listed in the website below:

<http://www.pSIONteklogix.com>

6.3 Worldwide Headquarters

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